

# INFORMATION BULLETIN

## JOB TRAINING PARTNERSHIP ACT

Number: B99-62

Date: February 7, 2000  
Expiration Date: 6/30/00  
69:47:nb:3501

TO: SERVICE DELIVERY AREA ADMINISTRATORS  
PRIVATE INDUSTRY COUNCIL CHAIRPERSONS  
JTPD PROGRAM OPERATORS  
EDD JOB SERVICE OFFICE MANAGERS  
JTPD STAFF

SUBJECT: DECEMBER 3, 1999, SDA ADMINISTRATORS' QUARTERLY  
MEETING MINUTES

The minutes and revised agenda from the Service Delivery Area (SDA) Administrators' Quarterly meeting held at the Radisson Hotel in Los Angeles on December 3, 1999, are attached for your review and information. Please ensure that the minutes are provided to the appropriate staff.

If you have questions regarding the meeting, please contact Jim Scholl at (916) 657-4610.

/S/ BILL BURKE  
Assistant Deputy Director

Attachments

# SERVICE DELIVERY AREA ADMINISTRATORS' QUARTERLY MEETING

Radisson Hotel – Los Angeles Westside  
Los Angeles, California  
Friday, December 3, 1999

---

## Agenda

8:00 a.m.	Welcome/Hot Topics	Bill Burke, Job Training Partnership Division (JTPD)
8:30 a.m.	Workforce Investment Act (WIA) Update Local Planning Discussion	Linda Monroe, California Office of Workforce Investment (COWI)
10:15 a.m.	Break	
10:30 a.m.	Discussion of WIA Title I Performance Measures, Department of Labor's (DOL) Perspective on Performance and Negotiations	Deanna Khemani, DOL Region VI
12:00 p.m.	Lunch on own	
1:00 p.m.	California's Performance-Based Accountability System, Current Status/Role in WIA Title I Performance Measurement	Megan Juring, COWI
1:45 p.m.	California Performance Data, an Initial Framework for Negotiations	Liz Clingman, JTPD
2:15 p.m.	Implementation of the Eligible Training Provider List	Liz Clingman & Megan Juring
2:45 p.m.	Open Discussion	All
3:00 p.m.	Conclude Meeting	

### Agenda Adjustments

The following topic was added to the agenda:

- Waivers and Work-Flex

## SERVICE DELIVERY AREA (SDA) ADMINISTRATORS' QUARTERLY MEETING MINUTES

Friday December 3, 1999

---

### **Welcome/Hot Topics**—Bill Burke, Job Training Partnership Division (JTPD)

- Bill announced that the new Service Delivery Area (SDA) Director for the City of Los Angeles is Ann Giagni.
- An information bulletin will explain in detail the year-end cash drawing procedures. All requests should be made by 2 p.m. on December 29. On December 30-31, 1999, and January 3, 2000, cash requests will not be processed.
- The Welfare-to-Work (WtW) amendment passed in the federal budget. The amendments eliminated requirements of having 2 of 3 barriers. Unfortunately, these amendments do not change the eligibility requirements until October 1, 2000. Also, there was no word on the second round for the 15 percent grants. The WtW numbers continue to climb in California to above 9,500 as of the October 31 reports.
- The SDAs are encouraged to visit the *WtW Strategies in Action* Web site, which provide informational topics, innovative approaches, suggestions, or comments. The Web site address is <http://www.edd.ca.gov/wtowsao.htm>.
- The JTPD expects that the Workforce Investment Act transition funding will be released soon when the Governor signs a Governor's Action Request authorizing the release of the funds.
- Bob Hermsmeier, JTPD, has previously indicated California had committed all of the Title III 40 percent funding. The State is working with the Title III 40% funded entities to secure funding so that the SDAs can receive the second half of their Rapid Response funds after the mid-year review. The scenario Bob laid out is as follows: (1) Rapid Response requests have substantially increased this year. The State made the decision to provide additional funding to the local entities for WIA transition funding; and (2) These funds are taken from the Title III 40 percent account. In order to fully fund these requests, JTPD needs to recapture a significant amount of underutilized 40 percent funds during the mid-year review process. The JTPD will be sending the SDA Administrators a letter alerting them to this process. Additionally, the State will ask for Secretary of Labor funding for any new substantial plant closures. This could fund the plant closure activity beyond June 30, 2000.

Bob also indicated that while JTPD does hope and anticipate the WIA rapid response system will be decentralized and similar to the current system, the State Workforce Investment Board has the authority for determining rapid response under WIA.

**Waivers and Work-Flex**—Vicki Grönbeck, Workforce Investment Transition Division

Ms. Grönbeck shared a draft issue document that considered the advantages and disadvantages of including Waivers and Work-Flex into the State WIA plan. She asked whether or not the SDAs thought Work-Flex should be introduced in the first year of the WIA. The draft suggested not including Work-Flex in the State plan because of lack of experience under WIA. At this time, only Texas and New Jersey have asked for Work-Flex. Ms. Grönbeck suggested that everyone review the draft and provide her with their feedback.

**WIA Update Local Planning Discussion**—Linda Monroe and Jose Luis Marquez, California Office of Workforce Investment (COWI)

- Linda Monroe indicated that Grantland Johnson, the Secretary of Health and Human Services Agency, is very proactive in implementing WIA. He has briefed the Governor on the importance of creating the State Workforce Investment Board in the near future. Additionally, Ms. Monroe recommended that the SDAs visit the new COWI Web site at <http://www.calwia.org> for pertinent WIA information. The COWI has also developed an abbreviated youth plan to be submitted to Department of Labor (DOL) by January 1, 2000.
- The COWI also released an advance copy of the Initial Local Planning Guidance. The COWI will follow-up with supplemental guidance as the State Board issues policy or additional information is obtained from DOL. The Initial Local Planning Guidance is directly linked to the requirements of the law, regulations, and the state planning guidance received from DOL. If a local area wants early access to the WIA Youth funding, the plan due date to the State is March 1, 2000. For all other local areas, the plan due date to the State is April 1, 2000. The State plan is due to the DOL on April 1, 2000.

The SDAs will receive an information bulletin, which will provide guidance and instruction for submission of the plan. The Job Services Managers will receive a Field Office Directive giving the same guidance.

**Questions and Answers:**

The plan requests the selection criteria used to determine the One-Stop operator. However some Local Workforce Investment Boards (LWIB) may not select the One-Stop operator until after March 1, 2000, when the local plan is submitted. There was agreement in this case for the plan to identify the approach that would be used to determine the One-Stop operator.

During the last four years, there has been a tremendous investment in One-Stops. We now have WIA requirements and the local plan needs to address how the local

One-Stop will transition to the new WIA requirements. Since this is a five-year strategic plan, the transition can be achieved through incremental steps.

The criteria for grandparenting the current Private Industry Council to the LWIB is a State Board and Governor decision. Grantland Johnson wants to preserve the authority of the State Board and the Governor on key issues such as these.

Staff have made no recommendations to Grantland Johnson on this issue. This issue will be addressed at an early meeting of the State Board.

Clearly the intent of the law and regulation is that there be a separation between the local governing body and the entity that provide the services and training. The criteria for obtaining waivers to this requirement is also a State Board and Governor decision. Staff have not made recommendations to Grantland Johnson on this issue.

Any WIA guidance documents will be simultaneously sent to the Chief Elected Official and the SDA Administrator.

Per State legal counsel, the State Board needs to meet so that they can advise the Governor on local area designation. This meeting needs to take place before the local area designations can be finalized.

#### **Discussion of WIA Title I Performance Measures, DOL's Perspective on Performance and Negotiations**—Deanna Khemani, DOL

The WIA reflects a strong commitment to fundamentally refocus the entire system on customer service and performance accountability. To this end, WIA established 17 accountability measures, 15 core indicators, and 2 customer satisfaction indicators. These are cited in Section 136 of the statute and Section 666 of the WIA Interim Final Regulations. The 15 core indicators are:

- Entered employment for adult, dislocated workers, and youth (19-21)
- Six-month retention for adult, dislocated workers, and youth (19-21)
- Six-month earnings change for adult, dislocated workers, and youth (19-21)
- Credential attainment rate for adult, dislocated workers, and youth (19-21)
- Skill attainment for younger youth (14-18)
- Diploma or equivalent attainment for younger youth (14-18)
- Placement and retention for younger youth (14-18)

The two customer satisfaction indicators will measure:

- Participants' satisfaction levels
- Employer satisfaction levels

Deanna Khemani provided an excellent detailed technical presentation and indicated that DOL was asking for input and concerns. Deanna Khemani asked that SDAs send their comments to [blanter@calworkforce.org](mailto:blanter@calworkforce.org).

## **California's Performance Data, An Initial Framework for Negotiations—** Liz Clingman, JTPD

On November 24, 1999, each SDA was sent a customized SDA performance data package. Liz's presentation helped explain the details and subtle nuances of the performance package.

The Workforce Investment Act Standardized Record (WIASR) will replace the Standardized Program Information Report. JTPD will be sending the SDAs a draft copy of the WIASR.

The SDA community is concerned that there may not be accurate performance data available to evaluate the temporarily designated LWIB in two years.

### **Customer Satisfaction—**Deanna Khemani, DOL

There are separate measures for the participants and employers. The three core questions come from the American Customer Satisfaction Index. The State and the LWIB can add additional questions as an option. Job Training Partnership Act Information Bulletin B99-37, entitled Customer Satisfaction Inventory Pilot Survey, provides additional details on the piloting of the customer satisfaction instrument.

### **State and Local WIA Negotiation—**Deanna Khemani, DOL and Liz Clingman, JTPD

The DOL wants the State to start either negotiating or discussions with the LWIBs before discussion with DOL. In reaching agreement, consideration must be given to three critical components [Section 136(b)(iv)]:

- Extent to which state-adjusted levels increase customer satisfaction
- How the levels compare with those of other states
- Extent to which the adjusted level promote continuous improvement and ensure optimal return on investment.

The State will be providing the SDAs with training and establishing a State/SDA workgroup to talk about the performance levels. Regional meetings will be held to discuss the state-level performance recommendations and how that effects the local level. The November 24, 1999, customized SDA performance data package will be a key element to this workgroup's discussion. If SDAs do have questions on this data package, please call Liz Clingman at (916) 654-9699.

### **Implementation of the Eligible Training Provider List (ETPL)—**Liz Clingman, JTPD

The State in conjunction with the California Workforce Association will establish a workgroup of State and local partners to discuss ETPL operational issues.

## **California's Performance Based Accountability System**—Megan Juring, COWI

The following Web site, <http://www.sitcc.cahwnet.gov/pba/>, provides local-level data for 1995/96, generated from the base wage file. The 1996/97 data should be available in late January 2000. Questions concerning the Web data should be directed to Megan Juring at 916-653-0885.

### **Open Discussion**

- The State was asked to develop boiler plate language for the WIA participants to sign that would allow the SDAs to access the participant's wage base file information.
- After WIA is implemented, the executive directors of the LWIBs will attend these quarterly meetings. There will be discussion on the benefits of including the One-Stop operators in these quarterly meetings.